



Top Citizen Request Report

Report Range: 2/1/2011 - 2/28/2011



Thomas M. Menino, Mayor

Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Request for Snow Plowing /Salting	2476	2 biz days	1.5	86.5%
Missed Trash/Recycling/Yard Waste/Bulk Item	971	2 biz days	1.4	93.0%
Schedule a Bulk Item Pickup	870	2 biz days	0.4	97.9%
Request for Pothole Repair	744	2 biz days	4.5	48.2%
Misc. Snow Complaint	693	N/A	1.8	N/A
Street Light Outages	434	10 biz days	20.5	55.8%
Parking Space Saver Removal	303	1 biz days	1.4	74.0%
Highway Maintenance	106	N/A	12.7	N/A
Recycling Sticker Request	66	2 biz days	6.6	43.8%
Pick up Dead Animal	54	1 biz days	0.6	90.9%

Inspectional Services Department - Code Enforcement Division

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Snow Removal Citation	1030	5 biz days	3.3	64.8%
Improper Storage of Trash (Barrels)	127	2 biz days	2.8	78.0%
Illegal Dumping	74	1 biz days	2.9	78.1%
Poor Conditions of Property	47	3 biz days	2.4	89.4%
Parking on Front/Back Yards (Illegal Parking)	19	3 biz days	2.3	88.9%

Property and Construction Management

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Grffiti Removal	127	45 biz days	12.4	100.0%



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Parks Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Park Maintenance Requests	78	5 biz days	99.7	29.9%
Tree Maintenance Requests	52	545 cal days	213.5	90.7%
Tree Emergencies	50	1 biz days	7.7	67.2%
Graffiti Removal	21	45 biz days	18.2	100.0%
Highway Maintenance	3	N/A	2.0	N/A

Boston Transportation Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Abandoned Vehicles	250	20 biz days	14.2	88.8%
Traffic Signal Repair	249	24 cal hours	1.8	60.3%
Parking Enforcement	53	2 biz days	2.0	94.6%
New Sign, Crosswalk or Pavement Marking	41	30 cal days	13.6	97.9%
Sign Repair	41	10 biz days	8.8	78.8%

Column Definitions:

- Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of days of days

Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit www.cityofboston.gov/mayor/24.